

DOCSSPAPT0710001
INFORMATION RESOURCES AND INSTRUCTIONAL SERVICES (IRIS)
REQUEST FOR INFORMATION (RFI)

INTRODUCTION:

The US Patent and Trademark Office (USPTO) is conducting market research for the recompetition of USPTO's Information Resources and Instructional Services (IRIS), formerly known as Information, Research, and Facilities Services, contract 50PAPT101019. This market research shall be conducted at **NO COST TO THE GOVERNMENT**. This announcement is a Request For Information (RFI), not a solicitation for proposals, and accordingly, no contract will be awarded from this announcement. No reimbursement will be made for any costs associated with providing information in response to this announcement or any follow-up information requests. No telephone calls requesting a solicitation will be accepted or acknowledged. There is no solicitation available at this time. Industry responses, as a result of this announcement, shall focus on providing recommendations as detailed in the following paragraph titled "INSTRUCTIONS". Information provided in the RFI may be used by the USPTO in acquisition documents.

INFORMATION RESOURCES AND INSTRUCTIONAL SERVICES (IRIS)

USPTO has provided library services to find and obtain scientific, technical and legal information and to provide training support for patent and trademark examiners during much of its existence. A small amount of contract support was provided prior to 1996 to supplement government provided services. Since 1996 contractor support supplementing government staff has grown substantially. More than 100 contract staff currently provide library and training services support.

The majority of contract staff provide these support services to over 4,700 patent examiners, in addition to other patent staff. There are currently eight (8) libraries supporting the patent organization, each specializing in different scientific and technical areas and one specializing in legal information.

The contractor also staffs a small library to support approximately 500 trademark examining attorneys and other trademark staff.

Summary of services:

- Search for, acquire, retrieve, process, provide access to and disseminate primarily non-patent and trademark literature (journal articles, conference proceedings, books etc), but also provide some support for US patent, trademark, and foreign patent information needs.
- Instructional support for any program or element related to USPTO processes, information resources and services, information sharing, and automation systems development, implementation and integration.

Services include:

- Search support: in-depth searching of in-house and commercial databases primarily for scientific and technical literature including analyzing the request, identifying appropriate databases and resources to search, and providing a package of search results. Searchers typically specialize in searching for and identifying requested information for specific technologies.
- Provide instructional support on internal and external automation tools and on literature resources. Instruction provided in a classroom setting, via computer-based training, e-learning methods, and one-on-one support. Provide staff for a help service (hot line) to answer questions on use of these tools and resources. Instructional support also includes course planning, course development and assessment, creation of course materials, tracking course registration, applying feedback mechanisms, tracking and evaluating courses, trainers and results, and providing and managing a large pool of instructors.
- Assess effectiveness of search and research tools
- Provide reference assistance
- Provide interlibrary loan service support
- Assist in identifying, analyzing, procuring, processing and distributing literature resources in electronic (and paper) formats.
- Assist in identifying, analyzing, evaluating and administering, current, new or emerging information systems, technologies, processes and methodologies
- Process nucleic or amino acid sequences received in patent applications to ensure they conform to sequence rules and are error free – provide annotations on errors.
- Processing requests for translations of foreign documents to submit to translators. (Translation services are provided under a different contract.)
- Assisting with outreach and marketing of library and instructional services.

INSTRUCTIONS

Businesses with the capability of providing the required services, as described above, are invited to submit, on a voluntary basis, in writing, information that addresses the following items:

1. Recommendation as to whether the IRIS requirement should stay in the 8(a) program.
2. A capability statement, identifying the business size/designation (e.g., small, small disadvantaged, minority-owned, 8(a), etc.) with sufficient information that demonstrates its ability to fulfill the above requirements. This capability statement should address, as a minimum, relevant company past performance (by listing past performance references that may be contacted by USPTO), relevant company experience, key personnel and brief technical approach.
3. Recommendations as to proposed performance-based service contract measures, performance incentives, best practices, contract type, and any other relevant recommendations. The USPTO is also interested in contracting approaches and strategies

that allow for flexibility in terms of the work to be performed and the ability to meet changes in technology. Each recommendation shall include a discussion as to the pros and cons of the recommendation as it relates to the USPTO.

THIS IS A REQUEST FOR INFORMATION ONLY; THIS IS NOT A PRE-SOLICITATION NOTICE. ANY SOLICITATION WILL BE ANNOUNCED AT A LATER DATE. NO OFFERS ARE REQUESTED OR WILL BE ACCEPTED AT THIS TIME.

Responses to this RFI shall not exceed 25 pages, and standard company brochures are not desired. Questions regarding this RFI should be submitted via email to: teresa.kelley@uspto.gov. **Responses to this RFI are due back to USPTO by 5:00 p.m. EST on Friday, 3 November 2006.**

Responses to this RFI should be sent via email to the address above, or may be delivered as follows:

Please mail all information to:	Or hand carry/courier to:
U.S. Patent and Trademark Office	U.S. Patent and Trademark Office
Attn: Teresa Kelley	Attn: Teresa Kelley
Office of Procurement Mail Stop 6 PO Box 1450 Alexandria, VA 22313-1450	Office of Procurement Madison West, Room 7B11 600 Dulany Street Alexandria, VA

SUMMARY:

USPTO appreciates your assistance with this market research and emphasizes that this effort is for planning purposes only. Responses **will not** be treated as proposals, but may be used to create the subsequent Request for Proposal (RFP). Respondents should clearly mark any proprietary information submitted in response to this RFI.